



Fixed Term Contract
expected duration up to January 2026

Title	Client Advisor
Reference:	EI.046.25E
Grade	Level D
Divisions	Technology, Services & Consumer
Department	Fintech, Financial Services and Cybersecurity
Reporting to	Department Manager
Location	Cork or Dublin

Background

Enterprise Ireland's remit is to accelerate the development of world class Irish companies to achieve leading positions in global markets. Our clients, employing over 230,000 people across Ireland, make a significant contribution to the Irish economy.

Enterprise Ireland's (EI) strategy for the period 2025 – 2029, will focus on supporting Irish business to accelerate sustainably and increase their contribution to economic growth. The environment in which Irish businesses operate is constantly changing and business needs to be innovative and ambitious to succeed. Our 5-year strategy sets out how we will support Irish business to START, COMPETE, SCALE and CONNECT to deliver jobs across Ireland and impact globally.

Role purpose

The primary purpose of the Client Advisor role is to lead and manage strategic client relationships on behalf of the Agency, optimising the ambition, potential and impact of each client company in line with Enterprise Ireland's strategic goals of job creation, sustainability targets and innovation.

The role will be in the Fintech, Financial Services & Cybersecurity Department. Clients in this portfolio supply a range of software solutions and services for enterprises across various sub-sectors, including Insurtech, Regtech, Payments, Funds & Investments, Financial Software & Cybersecurity. These clients range from startups to established companies. This role will mainly focus on Insurtech and Financial Software across the full client lifecycle.

Key accountabilities

- Manage a portfolio of sectorally aligned clients:
 - Continuously assess and prioritise client engagement needs
 - Engage strategically regarding client ambition and future plans
 - Provide constructive insights on client growth opportunities and challenges
 - Utilise the Client Engagement Model to create and implement tailored client engagement plans
 - Facilitate effective engagement with the EI specialist teams, leveraging the full range of Enterprise Ireland's financial and non-financial supports and global connections to best meet client needs
 - Maintain comprehensive records of all client engagements
- Enhance client and sector development agenda by:
 - Supporting in the development and execution of a sector-specific strategy with stakeholders, using research and insights to optimise opportunities and address challenges

- Engaging with key stakeholders on strategic issues such as skills, regulation, technology trends, market access and external funding
- Fostering inter-client relationships and establishing connections with the wider Research, Innovation, Regional and National ecosystem
- Identify and initially shape transformative projects
 - Scope and develop the initial shape of an investment proposal in collaboration with the client
 - Provide input to the Client Solutions Team on investment proposals regarding the strategic context of the client's business
 - Liaise with the Client Solutions Lead as required as the project progresses and participate in the presentation of proposals to the relevant approval committee
- Lead the development of smaller/initial investment project proposals from identifying the client need, through to approval
- Lead the development of new HPSU (High Potential Start Ups) proposals from early engagement with the founder(s) through to approval and drawdown
- Proactively engage with client companies to monitor various obligations/requirements, e.g. completion of sign-off conditions, project progress and grant drawdowns, equity maintenance, completion of surveys (AES, ABR, Client Satisfaction) etc
- Engage with and provide strategic input to colleagues in Investment Services on their development of follow-on funding packages
- Travel for client meetings and sector / industry aligned events

Functional Competencies (Key Skills and Knowledge)

- Strong knowledge of the Technology sector is essential
- Experience in providing excellent client service across a portfolio of clients is essential
- Demonstrated experience in assessing and evaluating companies' business plans, including financials, by applying strong knowledge of the drivers of growth, the relevant business models and the stages of company development is essential
- Demonstrated ability to engage at a senior level to influence and negotiate on a broad range of business issues is essential
- Knowledge in Fintech sector is desirable
- A strong track record in proactively building and developing business networks and relationships
- Ability to understand, analyse and take a strategic perspective on industry/market trends, technologies and sector opportunities

Enterprise Ireland Behavioural Competencies

Results Focused

Strong drive to achieve, with the ability to remain outcome and results focused with regard to multiple business priorities and organisational goals. Strong commitment to monitoring progress and adjusting approach ensuring delivery against the appropriate timescales.

Innovation and Risk-Taking

Actively encourages new ideas, experimentation and measured risk-taking, while always being on the look-out for opportunities to continuously improve business processes and efficiencies within Enterprise Ireland and client organisations.

Problem Solving and Decision-Making

The ability to be decisive and take tough decisions about clients, people and costs to deliver sustainable results, using the analysis of information and situations to make logical and sound decisions.

Client Focused

The ability to provide an excellent client service focusing on client needs and building and maintaining effective personal and business relationships to advance clients' objectives and Enterprise Ireland strategy.

Communicating with Impact to Influence Others

Communicates in a manner that will persuade, convince and influence their own staff and others, both internally and externally, in order to motivate, inspire or encourage them to follow a particular course of action.

Teamworking

Expertise in building and developing teams, working collaboratively with colleagues, shares information and respect the opinions of staff members. Understands the skills, experience and knowledge of staff members and maximises how these can be utilised to the benefit of the department, the organisation and the client.

Embracing & Leading Change

Understands the business agenda of Enterprise Ireland and embraces changes for area of responsibility and for external and internal clients.

Acting / Leading with Integrity

Lives the Enterprise Ireland purpose and values, acting genuinely and with integrity, in a manner that builds trust and engages and motivates others, placing the genuine needs of the client, the organisation, and staff ahead of personal agendas.

Networking

Establishes and maintains mutually beneficial relationships with colleagues and other networks for the purpose of sharing information.

Developing Yourself & Others

The ability to lead, inspire, motivate and energise yourself and others to creates an environment that enables others to excel in terms of job performance.

Salary scale

€51,511 to €73,985 per annum contributory superannuation

Rising to €75,763 by long service increments

€49,209 to €70,394 per annum non-contributory superannuation

Rising to €72,083 by long service increments

Candidates should note that entry will be at the minimum point of the relevant scale and the rate of remuneration may be adjusted from time to time in line with Government pay policy. Subject to satisfactory performance, increments may be payable in line with current Government Policy.

Application and selection process

The selection process may include short-listing of candidates. The selection criteria will be based on the essential requirements of the position. It is therefore important that you provide a detailed and accurate account of where you believe your skills and experience meet the requirements for the position. This should be contained in a short document (maximum 2 pages – template attached) accompanying your CV.

To apply for the position, send a detailed CV and supporting document quoting reference number **EI.046.25** to HRconnect@enterprise-ireland.com to be received no later than **Thursday 29th May 2025**.

Interviews for this position are intended to take place on **Thursday 5th June**.

N.B. All correspondence will be acknowledged in writing by the HR Department within 3 working days. Applicants who do not receive an acknowledgement within 3 working days should contact HRConnect@enterprise-ireland.com

ISSUED BY THE HR DEPARTMENT, ENTERPRISE IRELAND ON **8TH MAY 2025**.

Enterprise Ireland is an Equal Opportunity Employer

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